Citations in ebrary

1. Click **My Settings**

2. Ensure **APA (American Psychological Association)** is checked

3. Highlight a section of the book by dragging your mouse over it, right click and choose copy.

4. You will get a pop-up. Choose **Allow Access**.
5. Open a WORD document, right click and select Paste. What you actually highlighted and copied and the citation will be pasted.

- The first box is what you actually copied.
- The second box is the citation. The information from the word Copyright is not included in the citation.

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Communication Skills Being able to communicate effectively is a basic requirement of working in any information agency. Every aspect of the work — from identifying exactly what clients want to locating and providing the information — requires good communication skills. In particular, library staff need to be able to: • make clients feel welcome and comfortable • find out exactly what clients wish to know • teach clients to find information themselves • work as a team with other staff members • liaise with other information agencies • consult with professional colleagues • communicate information

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